



**The City of Santa Clara
California**

EMPLOYMENT OPPORTUNITY

COMMUNICATIONS DISPATCHER I # 32-07-339C

Open/Competitive
(Continuous Recruitment)

MONTHLY SALARY RANGE: \$ 5,891 - \$ 7,142 (Longevity Pay up to \$7,501)

QUALIFICATIONS: Applicants, at time of filing application, must possess the following qualifications:

- Age: Minimum - 18 years
- Graduation from high school or possession of a GED **and**
- One (1) year of paid employment experience requiring independent decision-making and a high level of public contact, preferably a public safety related position.

Desirable Qualification:

- Possession of a current P.O.S.T. Basic Dispatch certificate is desirable and may be substituted for six (6) months of the employment experience.

Meeting the minimum qualifications does not guarantee admittance into the examination process. Only the most qualified candidates who demonstrate the best combination of qualifications in relation to the requirements and duties of the position will be invited to test.

LICENSE(S) AND OTHER REQUIREMENTS:

- A typing certificate, dated no earlier than 6 months prior to application filing, showing the required typing speed of 30 net words per minute, is required at time of application. Refer to the "Typing Certification Information" sheet for requirements.
- Possession of a P.O.S.T. Basic Dispatch certificate and a Medical Priorities Dispatching System (MPDS) certificate is required prior to completion of the probationary period and for the duration of employment.
- A medical examination will be required prior to appointment.
- Applicants must successfully pass a City background investigation, which may include, in the discretion of the City and/or as required by law, fingerprinting, criminal records search, credit check, DMV record check, and employment verification. Any information obtained will be used to determine eligibility for employment in accordance with the law, including but not limited to restrictions regarding employer use of arrest and/or conviction information.
- Must be able to perform all of the essential functions of the job assignment.

DISTINGUISHING CHARACTERISTICS OR SPECIAL CONDITIONS:

This is the entry-level classification in the Communications Dispatcher series. Upon successful completion of a probationary period, possession of a current P.O.S.T. Basic Dispatch certificate and a Medical Priorities Dispatching System (MPDS) certificate, all Communications Dispatcher I's will be eligible for promotion to a Communications Dispatcher II position. Incumbents must have the ability to work, as assigned, on schedules that may include Saturdays, Sundays, holidays, and non-traditional work hours; and a willingness to work overtime as required.

APPLICATIONS:

An "on-line" Employment Application can be downloaded from the following website address: <http://santaclaraca.gov/index.aspx?page=229> or obtained at the Human Resources Department, City Hall, 1500 Warburton Avenue, Santa Clara, California 95050, or at the City Fire Stations, the City Police Headquarters and Rivermark Police Substation, the Community Recreation Center, or the City Libraries.

Applicants with disabilities who are capable of performing the job duties of the position may request reasonable accommodation to help with the application and examination process by contacting the Human Resources Department at (408) 615-2080 or, for those who are hearing impaired, call TTY (408) 984-3042. Individuals requesting accommodation for the examination must notify Human Resources at the time of application.

FILING AND EXAMINATION DATES:

Applications are accepted on a continuous basis as established by the Civil Service Commission. **Application packets, which include 1) a completed City Employment Application and 2) Valid Typing Certificate** must be sent to the Human Resources Department, City Hall, 1500 Warburton Avenue, Santa Clara, California 95050. Fax # is (408) 247-5627.

Revised January 28, 2010
DATE OF ANNOUNCEMENT

AN EQUAL OPPORTUNITY EMPLOYER

32-07-339C
RECRUITMENT NUMBER

COMMUNICATIONS DISPATCHER I # 32-07-339C (continued)

Examination dates are established when vacancies occur and/or as soon as a sufficient number of qualified applications are received. Examinations will be given only in Santa Clara, CA.

EXAMINATION WEIGHT: 100 % - Oral Examination
 Qualifying - Performance Examination (POST Written)*

*Candidates who have taken the POST dispatcher examination within the last six months may submit verification of t-scores 48 or better in lieu of taking the performance examination.

All candidates must attain a passing score on each phase of the examination process to qualify for the Eligible List. A department interview will be required prior to appointment.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of: General public safety radio and telephone communications systems; police and fire emergency procedures; and primary roads, streets, highways, major buildings, and public facilities within the City's boundaries.

Skill in: reading and interpreting maps; and maintaining accurate records.

Ability to: read, write, spell, and speak in clear, concise English; learn correct telephone answering techniques, policies and procedures; operate computer-aided dispatch (CAD) system with sufficient speed and accuracy to document field activity and create calls for service within response criteria guidelines; analyze situations quickly and accurately, while taking effective action to assure public safety provider and citizen safety; follow verbal and written instructions; communicate clearly and distinctly using radio and telephone equipment; maintain composure and work accurately in emergency situations; work in a team-based environment and achieve common goals; establish and maintain tactful, courteous, and effective working relationships with those contacted in the course of work, including the general public; work in a confined area, wearing a headset which restricts physical movement about the work area; accurately enter data into the CAD system while simultaneously receiving information by phone or radio; retrieve data from CAD terminal or other keyboard device; maintain appropriate documentation of previous events, details, and conversations; work in a highly structured environment where all communications are recorded or documented and reviewed as public record; handle multiple priorities and organize workload; extract information or data from other computer systems; view multiple video display terminals for extended periods of time in variable light conditions; distinguish and interpret the meaning of colors on video display terminals; distinguish and comprehend simultaneous communications from several sources; work continuously or uninterrupted as required, standing or sitting for extended periods of time; perform with a high standard of customer service, professional conduct, and civic responsibility; use emergency medical questioning techniques and provide medical instructions via telephone when required; and type at a net rate of 30 wpm on a computer keyboard

TYPICAL DUTIES:

Each position in this classification may not include all the duties listed below, nor do the examples cover all the duties that may be performed. Under immediate supervision: operates base radio console equipment, transmitting and receiving routine and emergency messages; receives emergency and routine requests for services from the public via 9-1-1, alternate emergency lines, and business lines; dispatches appropriate emergency vehicles, equipment, and personnel in response to those requests, in accordance with established policies and procedures; coordinates emergency operations between various departmental personnel and equipment; operates data terminals for information pertaining to daily public safety operations, and general emergency services; maintains written logs, files, and computer information in the prescribed manner; updates computer files and performs other clerical functions and tasks as directed; and performs other related duties as assigned.

VETERAN'S PREFERENCE POINTS:

This position qualifies for Veteran's Preference Points. Applicants who have separated from service (Active Duty Status) must submit proof of honorable discharge (Form DD214) with their application at time of filing.

BENEFITS:

The City participates in the California Public Employees' Retirement System (2.7% @ 55) integrated with Social Security. A summary of [Benefits Unit #10](#) for this position may be obtained from the City's website at www.santaclaraca.gov or from the Human Resources Department.

The information contained herein is subject to change and does not constitute either an expressed or implied contract.